



City of Joliet

150 West Jefferson Street
Joliet, IL 60432

Memo

File #: TMP-2299

Agenda Date: 9/3/2021

TO: James V. Capparelli, City Manager

FROM: Greg Blaskey, Fire Chief

DEPARTMENT: Fire Department

SUBJECT:
Fire Department Performance Metrix

PURPOSE:
A Strategy to provide efficient and effective service.

FACTS:

- a. The Joliet Fire Department responds to approximately 22,000 calls for service annually, with 18,000 EMS responses and 4,000 fire related or service responses.
- b. The Joliet Fire Department, utilizing a series of reporting tools, assesses response times, unit hour utilization and cost of providing service. These reports are generated and tracked daily.
- c. The goal is for EMS/Fire response times to be within 4 minutes of dispatch 90 percent of the time. Turnout time is calculated from the time a call is dispatched until the resource goes enroute. EMS turnout times are 60 seconds while fire related responses are 90 seconds, allowing for donning of PPE.

Fire Chief G. Blaskey ext. 3510
Submitted To: CM Caparelli
Submitted Date: 06.10.2021
Enclosures: